From: sueamark@msn.com@inetgw

To: Microsoft ATR

Date: 1/28/02 4:37pm

Subject: Microsoft Settlement

This a fair and reasonable settlement time to let the agreement move forward and gauge the results speak for themselves!! Not only have i not benn overcharged for software but have received technical support free of charge whenever it was needed usually because of a problem on my end....I own a lot of software and by far Microsoft has been the most deserving of it s price....features combined with excellent customer service far exceedes almost all other competitors software I have used....other operating systems that i have seen are of no interest regardless if you give it to me for free! price vs. results is of the utmost importance....and free or cheap has it s costs....let free compition be thy guide not lawyers and special interests....i stand firmly behind a company that stands behind their products!!!! a satisfied Microsoft customer......